

Preliminary Report of the A Team (Workgroup A) of the Governor's Task Force on Medicaid Long Term Care

September 13, 2004

As changed by the Full Task Force on November 8, 2004

General Principles as Adopted to Date:

Adopted Principles:

- **The Single Point of Entry Agency utilizes person-centered planning principles and practices throughout its functions.**
- **Money follows the person.**
 - The amount of money paid to cover the services a person will receive would be based on the acuity of the client rather than the costs of the provider.
- **The Single Point of Entry agencies should be locally or regionally based.**
 - Consumers are best served by agencies which understand and harness local resources as well as state and federal funding sources.
- **Access should be consumer-centered and user-friendly. Tools used should be universal regardless of location of SPE agency.**
 - While SPE agencies need to be locally or regionally based, the tools should be the same regardless of location. This provides ease of use, consistency, evaluation and quality assurance.
- **All systems need to comply with HIPAA.**

Adopted Features that Need to Be Operationalized:

- **Phased in Implementation: Supportive of a relatively short phase in. The Department (MDCH) or Task Force should undertake a careful evaluation of early adopters to see if they are achieving anticipated results. It is anticipated the information will be used to guide future implementation. The end goal is an SPE that is available to everyone in Michigan. Three year implementation period to achieve the goal.**
 - The Workgroup consciously decided to avoid the use of the word pilot because it may inadvertently imply a lack of commitment to having an SPE system. The recommendation is to start with "early adopters" who meet the criteria and roll out the system over a three year period.

- **The system needs to be based on a standard set of criteria set by the State.**
 - By making a standard set of criteria, the State will be able to do data gathering and evaluation, have quality assurance standards and provide for consistency for consumers and stakeholders.
- **Locally or regionally decided which agency to recommend to the State. The State has final approval.**
 - It is important for local and regional stakeholders to be involved in the recommendation of which agency can best serve the constituents of a particular area. The State needs to ensure the recommended agency can meet the standards set by the State.
- **There should be an appeals process (with the assumption that it will be part of the criteria). It should have an internal and external component as well as monitoring and resolution.**
 - Having multiple levels of appeal is of extreme importance to persons in need of long term care and to the system providing that long term care. The appeals process provides an opportunity for review of individual decisions and can assist in uncovering possible patterns of behavior by agencies.
- **There should be a quality assurance function focused on the SPE agency that emphasizes, but is not limited to, measures of consumer satisfaction.**
 - Quality assurance functions can focus on many things in a given system. The Workgroup is recommending the most comprehensive approach to quality assurance including measures of consumer satisfaction with the system.
- **There should be an outside advocate on behalf of what the person wants.**
 - The long term care system can feel overwhelming to any person even if all of the best systems are in place. An outside advocate specifically charged with representing the person's needs is essential in helping a person navigate a fairly complex system when he or she feels extra help is needed.
- **Build in as much control and choice for the person as possible through person centered planning.**
 - The Workgroup feels this essential to the incorporation of the value of person-centered planning as well as good business sense.

Other Actions:

- **A state government agency or individual should lead the long term care effort. (Referred to Workgroup E)**
 - While members of Workgroup A felt this is crucial to the development of an actual system of long term care, they also felt it was most appropriately handled by Workgroup E.